



RFP 159-0910 Q&A Results – Round 1 of 2
 Polk County, IA. – Tax & Real Estate System
 Per original RFP timeline date of: 10 / 21 / 2009

PROPOSING FIRMS: To the extent possible ALL questions have been kept in their original format and context. However - if/where deemed necessary for clarification purposes – minor editing may have been applied. Duplicate questions have been consolidated.

Per Addendum #2 – The Q & A period has been extended. Answers below are in response to the original Q&A timeline and are being provided here to assist you in preparing your round 2 questions – if any. Q & A responses to round 2 will be posted no later than Thursday October 29th. – Thank you.

REFERENCE	QUESTION	ANSWER
General	How many users?	Polk County has 1500 employees with approximately 150 users. This will not change. The players will remain the same. We need the platform to be more amicable to the windows environment. The users need that new interface, and we need the flexibility to customize and create new pages and functions. We want to be able to enter into new initiatives in a new and quick way. The Assessor’s office is a little bit different. They have their own autonomy and own home grown system that we get exports from. They are happy with their system, and will not be a part of this project. We will add their data as it is available to us.
General	In some of these requirements, we want to say “yes” except for a certain small part, so we saying “yes” and are using the comment field to explain. If it is mostly “no”, we are saying “no” and still using the comment field. - Is that ok?	YES – Please use the comment field to explain any variances or discrepancies.
General	In the RFP, it notes that everything goes through the Board of Supervisors. What type of time line are you actually looking at for implementation?	A lot of course is going to depend on the solution. We do however have a full commitment from the Polk County Board of Supervisors, a full buy in from the stakeholders, and we are ready to begin work as soon as we find a partner.
General	How many responded to the RFI that was published a few months ago?	Four (4) companies submitted responses.
Requirements Workbook: General Tab	#34 – Need clarification – what reports?	County citizens often request various types of tax & real estate reports. The County charges a nominal fee for the creation and delivery of the reports today. Is largely a manual process. The County would like the ability to have this functionality electronically available via the County website in the future. Example Reports include: 1. Bidder Activity Summary – sold to bidders for use after each day of the tax sale.

		<p>Provides bidders with the detail from the random selection process, reporting the date/time when their number is picked, passed, forced, or put out of the system.</p> <ol style="list-style-type: none"> 2. Tax Sale Delinquent List – sold to bidders for use during the tax sale – report of all delinquent tax parcels available for purchase at the tax sale. Sold in paper and electronic form. 3. Tax Sale Bidder/Buyer List – Provides the list purchaser with a listing of the name, address, and phone number of those tax sale bidders who purchased delinquent taxes at a given tax sale who are registered bidders in Polk County.
	<p>#48 – Trend Analysis – for what data?</p>	<p>Example trending includes: The indented list below “Trend Analysis”. i.e. Past, Current to Budget, Adjusted, Tracking against external info sources, etc. Other specific examples include:</p> <ol style="list-style-type: none"> 1. Payment type – total count, total amount and rate of change of tax payments, broken out by multiple factors including but not limited to payment type, i.e. credit card (MasterCard, Visa, Discover, eCheck, Cash, Check, or any combination of these), tax district, and user-defined time criteria. 2. Payment location – total count, total amount and rate of change of tax payments, broken out by multiple factors including but not limited to payment location, i.e. Internet, In Office, Mail, Phone; tax district, and user-defined time criteria. 3. Delinquencies – total count, total amount, and rate of change of tax payments and tax delinquencies, broken out by multiple factors including but not limited to user-defined time criteria, tax district, payment type, and payment location. 4. Iowa Property Tax Credit-total count, total amount, and rate of change of tax credits approved and applied to parcels, broken out by multiple factors including but not limited to tax district and tax credit criteria. 5. Special Assessments – total count, total amount, and rate of change of special assessments certified to the treasurer for collection, broken out by multiple factors including but not limited to tax district, special assessment type, and taxing authority. 6. Bankruptcies – total count, total amount, and rate of change of tax parcels included in bankruptcy filings, broken out by multiple factors including but not limited to tax district, tax type, and bankruptcy type. Total amount of bankruptcy payments broken out by user defined time criteria. 7. Suspended Taxes – total count, total amount, and rate of change of suspended taxes (both paid and unpaid), broken out by multiple factors including but not limited to tax district, tax type (real estate or special assessment), suspension type (state or county), year of tax, and user-defined time criteria. 8. Tax Sale Notices, Delinquent Notices, Publication – total count, total amount, and rate

		of change of number of delinquent notices, tax sale notices, and parcels published for tax sale.
	#68 - #75 Workflow – Is this as it is related to document imaging? Please clarify.	<p>No. In General. Workflow functionality and configurability for the various tasks listed in this section.</p> <p>Workflow-system must provide electronic workflow capabilities, including task tracking features for management, management approval of processes, automatic reporting to management when a task has been completed.</p> <p>An example of a process for which workflow could be utilized: adding of special assessment liens. A special assessment schedule of liens is certified to the treasurer for collection by a taxing authority. The schedule is given to the property description technician (PDT). The PDT reviews the assessment to insure the taxing authority submitted all of the required documents in a format acceptable by the treasurer's office. The PDT adds the assessment to the county system. The PDT documents those assessments that are ineligible to be certified and creates a letter to the taxing authority listing the ineligible liens. The Administrative Supervisor audits the special assessment schedule to insure data entry was performed accurately; and reviews ineligible liens and associated documentation for errors.</p>
	Are you looking for vendors to propose their own document management system or module in addition to the Real Estate and Tax system solution (if available) or integrate with yours?	<p>We do not have a preference. We have an existing document management in place. If there was a module in your solution that catered to the property tax system from a document management standpoint and it was encompassed in the solution, I think that it would be fine. If not, we have the tools internally where we could interface.</p> <p>We want the vendors to feel free to look and think outside the box and propose the best solution.</p>
Requirements Workbook: Valuation Calculation Tab	#31 - Please explain why this is desired	<p>We need to get value by district from outside counties in order to calculate taxes where Polk County is the control auditor for the district and the district boundary is located in part outside of Polk County.</p> <p>For example Some school districts and cities, as well as (DMACC) the community college district cross into other counties.</p>
Requirements	#17 - Need more information. Please elaborate.	Ability to bill and collect on liens from other jurisdictions outside of Polk County and return



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Workbook: Collections Tab		funds to those jurisdictions. Iowa Code Section 384.84 authorizes taxing authorities to certify delinquent rates and charges to any county treasurer in the State of Iowa against property owned by the utility service customer if the lien was ineligible to be certified against the property where the services was being provided. In theory, a county could have a special assessment lien certified for collection from any city in the State of Iowa. Pursuant to HF 2392 passed during the 2008 legislative session and effective July 1, 2008.
	#63 - What is the need for the "allowed double payment" process? Please explain.	An explanation of the Allowed Double Payment process can be found in item #124 on the Collections Tab. It states, "The system must allow the user to collect a payment for a previously paid tax installment. Upon receipt of the second payment, the user must be able to refund the payor of the first payment."
Requirements Workbook: Cash Mgmt Tab	#40 - Please elaborate	Each distribution should equal to the penny the amount available from collections. There should be no short or long adjustments. Then at the end of the year we should be able to balance certified taxes less distributions, abatements, refunds, outstanding taxes, etc. to zero.
	#58 - Please explain utility loss	The excise (gas & electric) tax portion of the utility tax is calculated like real estate (a value times a tax rate). However, this is called the "GPTE" or gross property tax equivalent and what we actually receive from the utility is what is called "current replacement tax". These two are rarely the same. In most cases what is actually receive is much lower than what a property tax calculation would yield. We need to capture this difference in order to balance tax apportionments.
	#89 - Please explain outstanding apportionment	The apportionment of current year taxes that remain outstanding at the end of the year. Also, the apportionment of all taxes (current and prior year) outstanding at the end of the year.
Requirements Workbook:	#9 – Please explain	Referring to our cashier payment process, we want to process by date and adjust globally by user.
Billing Tab	#70 - Do you have a sample statement that we could have showing the fees that we need so we understand what piece you are talking about? Tax preparation is one, are their others?	Essentially, it is the tax preparation fee because that fee can be waived.
Requirements	#95 – Tax Sale Processing: Please define	It is a statutory date. If no action is taken in three years from the date of the tax sale, then



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Workbook: Tax Sale Tab	"limitation date".	no action is taken. There is a second limitation date as well.